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customer service dispatch

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SC Hui, G Jha - Information & Management, 2000 - Elsevier

... If the problem still persists, the centre will **dispatch a service engineer** to the **customer's** premise for an on-site repair. During ...

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Impact of information technology management practices on customer service- ► cudenver.edu [PDF]

J Kanimi, TM Somers, YP Gupta - Journal of Management Information Systems, 2001 - ME Sharpe

... and production management, and faster response to **customer** demand Order ... for customers and business partners **Field Service** by using **dispatch**, spare parts ...

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Energy and ancillary service dispatch in a competitive pool

X Ma, D Sun - IEEE Power Engineering Review, 1996 - ieeexplore.ieee.org

... Joint **dispatching** provides significant flexibility to model inter-dependencies among the ... price \$250) is available through IEEE **Customer Service** 445 Hoxton Lanc ...

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Real-time, wide area dispatch of mobile tank trucks- ► iisc.ernet.in [PDF]

GG Brown, CJ Ellis, GW Graves, D Ronen - Interfaces, 1987 - jstor.org

... old system in all respects: it provides better **customer service**, greatly improved ... implementation of CAD (computer as sister **dispatch**), the centerpiece of Mo ...

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Applying GIS and OR techniques to solve sales technician-dispatching and home-delivery problems- ► esri.ca [PDF]

D Weigel, S Cao - Interfaces, 1998 - jstor.org

... **service** calls on first attempt Improve **customer service** Provide same day **service**Reduce operational costs Consolidate **dispatch** operations Automatically build ...

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A web-based intelligent fault diagnosis system for customer service support

SC Hui, ACM Fong, G Jha - Engineering Applications of Artificial Intelligence, 2001 - Elsevier

... If the problem still persists after all the suggested checkpoints are exhausted, the centre will **dispatch the service engineers** to the **customer's** premise for ...

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The effects of lot sizing and dispatching on customer service in an MRP environment

SC Gardiner, JH Blackstone - Journal of Operations Management, 1993 - Elsevier

... This study investigates the impact of lot sizing on the **customer service** performance of six **dispatch**ing techniques in an MRPcontrolled assembly job shop ...

Cited by 5 - Related articles - Web Search

Real-time dispatch of petroleum tank trucks- ► navy.mil [PDF]

GG Brown, GW Graves - Management Science, 1981 - jstor.org

... In this way, maximum net profit of fitted loads gives way to equitable **customer service** at minimal transportation cost at the individual **dispatch** level ...

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Service-oriented computing: Concepts, characteristics and directions- ► tkk.fi [PDF]

MP Papazoglou - Web Information Systems Engineering, 2003. WISE 2003. 2003 - ieeexplore.ieee.org

... in monolithic architectures, highly fragile, **customer**-specific, non ... This module also performs selection and **dispatch**-ing to find a **service** instance to ...

Cited by 339 - Related articles - Web Search - All 12 versions

...of worker assignment and dispatching rules for managing vital **customer** priorities in dual resource ...

HV Kher - Computers and Operations Research, 2000 - Elsevier

... Table 2 shows that in the base case with DEC 'when rule', LNQ 'where rule', and EDD dispatching rule, the **customer service** rate for normal priority jobs is ...

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Key authors: M.Gendreau - J.Potvin - S.Hui - G.Brown - S.Ichoua



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